



Jim Strickland - Mayor
Doug McGowan - Chief Operating Officer
Robert Knecht- Public Works Division, Director

PUBLIC WORKS DIVISION

April 11, 2017

Dear Memphians,

Our primary objective in Public Works Solid Waste is to ensure an optimal customer experience through solid waste collection services we provide. Weekly collection of garbage and recycling carts are our core services, but trash collection may be every 21 days for acceptable items outside of your cart. Currently, you – the customer – pay \$22.80 each month on your MLGW bill for these services.

In order to increase productivity, efficiency and reduce costs, we conducted a detailed review of our Division's trash services, which included sending nearly 12,000 customer surveys. At the request of the City Council and in response to findings from more than 1,200 citizen responses, we identified four options to create a more sustainable and cost-effective system of trash collection. These priorities will be presented to City Council later today.

1. Customer service is a priority.
2. Improve quality of life for all citizens.
3. Develop a sustainable service model.
4. Ensure financial stability of the Solid Waste Management Program.
5. Eliminated trash left curbside for extended periods of time.

These priorities are in place because – under the current operating system – Solid Waste reserve fund are projected to be depleted by 2020. These funds are primarily intended for emergency use in cases of ice storms, earthquakes, tornados or any other natural disasters.

Today's presentation to the Council includes, survey data, a map of the City of Memphis highlighting trash collection requests, and the official Public Works presentation.

Thank you for your continued support, time and consideration. We greatly appreciate you.

Sincerely,

Robert Knecht
Director of Public Works
Enclosures